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SERVICE DATE – SEPTEMBER 20, 2017

SURFACE TRANSPORTATION BOARD

NOTICE

Docket No. EP 742

PUBLIC LISTENING SESSION  
REGARDING CSX TRANSPORTATION, INC.'S RAIL SERVICE ISSUES

Decided: September 20, 2017

AGENCY: Surface Transportation Board.

ACTION: Notice of Public Listening Session.

SUMMARY: The Surface Transportation Board (Board) has rescheduled its public listening session on CSX Transportation, Inc.'s (CSXT) rail service problems and recovery efforts for Wednesday, October 11, 2017, at the Board's offices in Washington, D.C. The Board will hear from CSXT on its efforts to implement its new operating plan and to address service problems on its network. The Board will also provide shippers the opportunity to report on recent CSXT rail service issues and to discuss whether additional service recovery efforts may be necessary.

DATES: The public listening session will be held on October 11, 2017, beginning at 9:30 a.m., in the Hearing Room at the Board's headquarters located at 395 E Street, S.W., Washington, DC. The listening session will be open for public observation. Any person wishing to speak at the listening session shall file with the Board a notice of intent to participate, identifying the party and the proposed speaker, no later than September 29, 2017. The notices of intent to participate are not required to be served on the parties of record; they will be posted to the Board's website when they are filed. Persons who previously submitted notices of intent need not resubmit their notices in order to participate in the October 11, 2017 public listening session, but they may amend or withdraw their notices of intent to participate by September 29, 2017, if necessary.

ADDRESSES: All filings may be submitted either via the Board's e-filing format or in the traditional paper format. Any person using e-filing should attach a document and otherwise comply with the instructions at the "E-FILING" link on the Board's website at "www.stb.gov." Any person submitting a filing in the traditional paper format should send an original and 10 copies of the filing to: Surface Transportation Board, Attn: Docket No. EP 742, 395 E Street, S.W., Washington, DC 20423-0001.

Copies of written submissions will be posted to the Board's website. Copies of the submissions will also be available (for a fee) by contacting the Board's Chief Records Officer at (202) 245-0238 or 395 E Street, S.W., Washington, DC 20423-0001.

FOR FURTHER INFORMATION CONTACT: Amy C. Ziehm at (202) 245-0391. Assistance for the hearing impaired is available through the Federal Information Relay Service (FIRS) at (800) 877-8339.

SUPPLEMENTARY INFORMATION: On August 24, 2017, the Board scheduled a public listening session for September 12, 2017, to hear from CSXT's senior officials and affected shippers about CSXT's rail service and efforts to improve service. On September 6, 2017, the Board postponed the scheduled public listening session due to Hurricane Irma. The Board is now rescheduling the public listening session for Wednesday, October 11, 2017, beginning at 9:30 a.m., at its offices in Washington, D.C.

Since July, the Board has taken a number of actions in response to the service problems resulting from CSXT's ongoing implementation of a new operating plan. The Board has been closely monitoring CSXT's performance, including requesting that CSXT's senior management participate in weekly calls with the Board's Rail Customer and Public Assistance (RCPA) staff and that CSXT submit weekly specific service performance data to facilitate these calls. The Board has also been working to ensure that CSXT promptly addresses any service issues reported to the Board, with RCPA holding numerous meetings and conference calls with affected parties to better understand shippers' specific problems and to help facilitate a swift resolution wherever possible.

The Board will direct executive-level officials from CSXT to appear at the listening session to discuss their ongoing and future efforts to improve service and to provide an estimated timeline for recovery of normal service levels. The Board encourages impacted shippers to appear at the public listening session to discuss their service concerns and comment on the railroad's service recovery efforts. As indicated in the August 24, 2017 notice, the Board's listening session is not intended to replace the data collection or the informal and confidential dispute resolution process facilitated by RCPA, and stakeholders who do not have formal complaints pending are encouraged to continue communicating through that office.

As noted above, persons who submitted notices of intent to participate in the previously scheduled September 12, 2017 public listening session need not resubmit their notices in order to participate in the October 11, 2017 public listening session, but they may amend or withdraw their notices of intent to participate, if necessary.

It is ordered:

1. A public listening session will be held on Wednesday, October 11, 2017, at 9:30 a.m., in the Board's Hearing Room, at 395 E Street, S.W., Washington, D.C., as described above.
2. CSXT is directed to appear at the listening session through executive-level officials.
3. By September 29, 2017, any person wishing to speak at the listening session shall file with the Board a notice of intent to participate (identifying the party and the proposed speaker).

The notices of intent to participate need not be served on the parties of record; they will be posted to the Board's website when they are filed. Persons who previously submitted notices of intent to participate in this proceeding need not resubmit their notices but may amend or withdraw their notices by September 29, 2017, if necessary.

5. This decision is effective on its service date.

By the Board, Scott M. Zimmerman, Acting Director, Office of Proceedings.